

Serial No. 10/619,917
In reply to Office Action dated February 15, 2006
Page 3 of 14

RECEIVED
CENTRAL FAX CENTER
AUG 15 2006

BEST AVAILABLE COPY Amendments to the Abstract

Please replace the Abstract with the following. No new matter was added. It was made one paragraph instead of two.

Abstract

A method and system for automatically updating and synchronizing contact center agent skill data maintained in a central agent skill database with a routing system based upon skill-changing events triggered in skill-impacting systems. Contact center agent skills may be maintained in a skill database for a set of agents. A skill-impacting system (such as an education system, a satisfaction system or a metrics system) may send skill/capability data for an agent. The agent's profile in the skill database may be updated based on the received skill data. Either immediately, when triggered by an event, or at a predetermined interval, a routing system's routing logic may be synchronized with the new data in the agent's profile. When the contact center receives a contact (such as a phone call, an email, a web chat, an instant message, or a fax) from a customer, processing logic in the routing system may select a best-fit agent based on availability and skill data from the agent profiles.